

*The North Carolina 911 Board*

# **The Joint Legislative Oversight Committee On Information Technology**

November 20, 2014

Richard Taylor, Executive Director



# 911 Outages In 2013

Since January 1, 2013                      21 Outages

Telco (Wireline/Wireless/VoIP)                      12

Accidental (Cable Cut, Pole hit)                      4

911 Center Failure (Power, Lightning)                      5

Total of 62 Hours of outages in specific areas

# 911 Outages In 2014

Since January 1, 2014      11 Outages

Telco (Wireline/Wireless/VoIP)      3

Accidental (Cable Cut, Pole hit)      4

911 Center Failure (Power, Lightning)      4

Total of 38 Hours of outages in specific areas

# **April 2014 Multistate 911 Outage: Cause and Impact**

Report and Recommendations

**Public Safety Docket No. 14-72**

**PSHSB Case File Nos. 14-CCR-0001-0007**

A Report of the Public Safety and Homeland  
Security Bureau

Federal Communications Commission

October 2014



...Based on its review of this record, the Bureau concludes that the April 2014 multistate outage was caused by a preventable software coding error in Colorado-based Intrado, Inc.'s (Intrado) Englewood Emergency Call Management Center (ECMC)....

**Effects of the Outage.** The preventable software coding error at Intrado's Englewood ECMC affected 81 PSAPs in seven states, including Washington, **North Carolina**, South Carolina, Pennsylvania, California, Minnesota, and Florida. During that time, over 6,600 calls to 911 nationwide were not delivered to the appropriate PSAP.

The multistate effects of the outage are shown in the table below:

	<b>Total No. Consumers Possibly Affected</b>	<b>PSAPs Affected</b>	<b>Counties Affected</b>
<b>California</b>	30,000	13	8
<b>Florida</b>	477,739	3	3
<b>Minnesota</b>	2,857,370	9	6
<b>North Carolina</b>	175,936	2	2
<b>Pennsylvania</b>	561,973	1	1
<b>South Carolina</b>	239,363	1	1
<b>Washington</b>	6,971,406	52	39
<b>TOTAL</b>	<b>11,313,787</b>	<b>81</b>	<b>60</b>

# October 30, 2014

## Orange – Person – Caswell Counties

- Fiber cut by a contractor setting a pole between Prospect Hill and Roxboro at approximately 9:30 am
- ✓ Wireless 911 Calls In Orange Co went to Administrative Lines
- ✓ Wireline 911 Calls in Orange Co went to a Nail Salon in Wake Forest
- Complete Outage in Person & Caswell County
- Service Restored @ 3:50 pm

# November 8, 2014

## Mitchell – Yancey Counties

- A card and equipment failure with Frontier at approximately 11:00 am
- No Wireline 911 Calls in Bakersville area of Mitchell and part of Yancey County
- Spruce Pine area served by AT&T had service but 911 calls are delivered to Mitchell Co via Frontier, no service
- ✓ AT&T rerouted 911 calls from the Spruce Pine area to McDowell County 911

# November 8, 2014

## Mitchell – Yancey Counties

- ✓ Service restored at approximately 6:16 pm
- 10,383 Customers affected

# November 13, 2014

## McDowell County

- A fiber cut by a contractor for Frontier at approximately 2:00 pm; Frontier dependent on AT&T for repair
- ✓ McDowell has 911 center failure protocols in place
- ✓ Reroute of fiber and 911 service restored at 6:00pm

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